

UW HEALTH JOB DESCRIPTION

Gift Shop Assistant

Job Code: 410027	FLSA Status: Non-Exempt	Mgt. Approval: M. Heuss	Date: May 2024
Department: Auxiliary – Gift Shop		HR Approval: S. Whitlock	Date: May 2024

JOB SUMMARY

The Gift Shop Assistant is committed to delivering exceptional customer service and creating positive retail experiences for patients, families, staff, and visitors of UW Health. This role ensures a clean, well-stocked, and well-organized store while maintain a calm, safe, and comforting atmosphere. In this role, individuals are responsible for the daily operations of the University Hospital Gift Shop including opening and closing procedures, cash and credit card handling and operating the cash register, assisting in art sales, and orchestrating the building and delivery of gifts to patients. The successful candidate will possess the integrity to work with minimal supervision, the compatibility to work within a team, demonstrate adaptability, anticipate the needs of our customers, and embodies a compassionate, self-aware demeanor. The Gift Shop Assistant significantly contributes to the overall success of our Guest Services department and UW Health as a whole.

MAJOR RESPONSIBILITIES

Retail Operations

- Create a positive retail experience for patients, families, staff, visitors, and all others through in-person, online, and phone interactions while maintaining a clean, well-stocked, and organized store.
- Demonstrate excellence and knowledge in products being sold, reflecting our mission and vision.
- Present merchandise with enthusiasm, make customer recommendations, and utilize add-on, cross-selling, and merchandise upgrading techniques to maximize sales while promoting Friends of UW Health.
- Ensure timely fulfillment of gift orders submitted over the phone and online while also updating availability of goods on our online ordering system.
- Operate a computerized POS system, managing inventory control, returns, profitability, and cost of goods.
- Conduct transactions and additional tasks effectively while utilizing theft-prevention techniques and engaging with customers.
- Support the Manager of Retail Operations with projects and requests specific to the Gift Shop, the Gift Shop Team, and work in a timely fashion to complete organizational requirements and trainings.
- Assist in the coordination of activities of the manager and fellow colleagues during an absence, redirecting communication appropriately.

Guest Experience

- Extend warm greetings to patients, visitors, and staff, fostering a welcoming environment.
- Engage with friendliness, care, and a focus on building connections.
- Anticipate and rapidly respond to guest needs, taking ownership of issues until resolved.
- Embrace diversity and foster inclusivity in all interactions.
- Drive continuous improvement and encourage cross-functional teamwork.
- Uphold uniform standards, maintaining a consistently professional appearance.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High diploma or equivalent
	Preferred	Technical degree or post high school education
Work Experience	Minimum	One (1) year of retail experience
	Preferred	Three (3) years of retail experience
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Skilled in cash handling, point of sales, and inventory maintenance. • Organizational flexibility in response to changing demands. • Effective verbal and written communication skills. • Establish and maintain collaborative working relationships with coworkers, department administrative staff, interdepartmental contacts, and the public. • Thrive in a high-pressure environment, handling a substantial volume of work. • Maintain confidentiality of sensitive information. • Demonstrate sound and timely decision-making abilities. • Self-directed with the capability to coordinate and make decisions with minimal supervision. • Willingness to travel and work at other UW Health hospitals and clinics in Dane county. • Familiarity with medical terminology. • Exhibit excellent guest service and hospitality. • Strong organizational and planning abilities. • Intermediate typing and computer skills. • Resourceful problem-solving skills. • Willingness to take initiative and handle additional duties as needed.
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input checked="" type="checkbox"/>	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
<input type="checkbox"/>	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
<input type="checkbox"/>	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
<input type="checkbox"/>	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				